

# Annual Service Performance Measures

## Difference from target

Comparison of the 2023 value with the 2023 target

Green	hit target or better
Amber	near miss (within 5% of target or as otherwise defined by the Department)
Red	missed target

## Direction of travel

Comparison of the 2023 value with the 2022 value

Arrow direction indicates whether the 2023 value is more, less or the same as the 2022 value  
Arrow colour indicates whether direction of travel is **good (Green)**, **bad (Red)** or **steady (Blue)**

Minister	Dept	Lead Service	Performance measure description	2019	2020	2021	2022	2023	What we wanted to achieve in 2023	Difference from target	Direction of Travel
MTR	ECON	All Economy	Status of completed actions on the National Financial Crime Strategy and Action Plan 2022-2026					31		N/A	
MEDTSC	ECON	Cyber Emergency Response	Number of residents/organisations engaged directly by CERT					6288	At least: 4,000	57.2%	
MEDTSC	ECON	Economists	No of economic reports that are published and add value to the understanding of the Jersey economy					10		N/A	
MTR	ECON	Financial Services	Satisfaction of industry with business environment/Government initiatives/support for financial services					51.0%		N/A	
MTR	ECON	Financial Services	Number of people employed in the Financial Services industry					13660	At least: 13,590	0.5%	
MEDTSC	ECON	Local Economy	Increase visitor spend (measured by an exit survey)				£231.00	£290.00	At least: £280	3.6%	↑
MEDTSC	ECON	Local Economy	Optimise/ increase visitor numbers (measured by an exit survey)				473000	527000	At least: 771,000	-31.6%	↑
MEDTSC	ECON	Local Economy - Heritage	No. of non-resident island visitors to heritage sites annually					130549	At least: 120,000		
MEDTSC	ECON	Local Economy - Arts	% of all population having attended at least 1 cultural event in the last 12 months – JOLS survey				71.0%		At least: 71.0%	N/A	
MEDTSC	ECON	Local Economy - Arts	% of all population rating provision of cultural activities as 'good' or 'very good' – JOLS survey					55.0%	At least: 60.0%	-5.0 PP	

MEDTSC	ECON	Local Economy - Arts	No. of island residents visiting heritage sites annually					56494	At least: 55,000	2.7%	
MEDTSC	ECON	Local Economy - Growth and trade	Direct Business Support: Partners Net Promoter Score			52	55	56	At least: 50	12.0%	↑
MEDTSC	ECON	Local Economy - Growth and trade	Number of businesses supported by Jersey Business Ltd - advisory support provided					303	At least: 600	-49.5%	
MEDTSC	ECON	Local Economy - HNW	Number of high value residency approvals			23	16	29	At least: 16	81.3%	↑